

SW-02361A-05-0657



ORIGINAL
ARIZONA CORPORATION COMMISS
UTILITY COMPLAINT FORM

4700

Investigator: Trisha Meeter Phone: [REDACTED] Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2006 - 53103 Date: 6/20/2006

Complaint Description: 08A Rate Case Items - Opposed

Complaint By: First: Charlie & Kathy Last: Watson

Account Name: Home: (000) 000-0000
Street: [REDACTED] Work:
City: [REDACTED] CBR: 000 000 0000
State: [REDACTED] is:

Utility Company. Black Mountain Sewer Corporation

Division: sewer

Contact Name: [REDACTED] Contact Phone: [REDACTED]

Nature of Complaint:

CORRESPONDENCE RECEIVED 6/19/06:

Docket #SW02361A-05-0657

June 13, 2006

Consumer Services Division
Arizona Corporation Commission
Utilities Division JUN 19 2006
1200 West Washington St.
Phoenix, AZ 85007

RECEIVED
2006 JUN 22 A 9:32
AZ CORP COMMISSION
DOCUMENT CONTROL

To Whom It May Concern:

Since 1972, we have been homeowners on Boulder Drive. We are not there year round, but do go various times of the year. The last 2 years have been, VERYstinky! Up until then we never had an odor problem. Last fall we kept track of when the odor was strongest, which was over 5 different times throughout a day. We smell the odor by our front door, back door, on our patio and around the neighborhood on our daily walks. Sometimes it is so strong we have to close the sliders, when we are inside, so that the odor stays outside. We have to apologize to guests as they come to our front door.

It appears that Black Mountain Sewer Company has to do with this problem, and means to fix it. Didn't their parents teach them to be responsible for their actions? Why should we have to pay for their mistakes? Their actions are going to lower the value of our property and hurt the surrounding neighborhood and near by resort. And we are sick of the odor!!

Black Mountain Sewer Company needs to be responsible, mature and take care of this problem so they can stand tall. And make their mother proud!

We oppose a rate raise for Black Mountain Sewer Company

Sincerely,

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Charlie and Kathy Watson, Boulders Homeowners

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

June 20, 2006

Letter sent to customer. Opinion docketed

RE: BLACK MOUNTAIN SEWER COMPANY

Dear Mr. and Mrs. Watson:

Your letter regarding the Black Mountain Sewer Company ("BMSC") rate case will be placed on file with the Docket Control Center of the Arizona Corporation Commission ("Commission") to be made part of the record. The Commission will consider your comments before a decision is rendered in the BMSC application.

The concerns raised in letters received from customers will assist the Commission in the investigation and review of the rate application. The Commission's independent analysis of the utility and its rate request attempts to balance the interest of the utility and its customers.

Commission Staff is very sensitive to the burden that high utility rates can place on the consumer, and though constitutionally required to allow a fair return to the utility, does everything within its authority to protect the consumer.

Staff appreciates your comments and the interest taken on the proposed rate increase. If you should have any questions relating to this issue, please contact me directly at [REDACTED] or toll free within the state at (800)-222-7000.

Sincerely,

Trish Meeter
Consumer Service Specialist
Utilities Division
[REDACTED]

End of Comments

Date Completed: 6/20/2006

Opinion No. 2006 - 53103

SW-02361A-05-0657

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Trisha Meeter

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2006 - 53120

Date: 6/20/2006

Complaint Description: 08A Rate Case Items - Opposed

First:

Last:

Complaint By: Thomas

Crowley

Account Name: Thomas Crowley

Home: (000) 000-0000

Street: [REDACTED]

Work:

City: [REDACTED]

CBR:

State: [REDACTED]

is:

Utility Company: Black Mountain Sewer Corporation

Division: sewer

Contact Name: [REDACTED]

Contact Phone: [REDACTED]

Nature of Complaint:

CORRESPONDENCE RECEIVED 6/19/06

Docket #SW-02361A-05-0657

Consumer Services Division
Arizona Corporation Commission - Utilities Division
1200 West Washington Street
Phoenix, AZ 85007
Subject: Docket # SW-02361A-05-0657:

Request from Black Mountain Sewer Company for a Rate Increase in Carefree
To the Commission:

Jun 14, 2006

I oppose the Black Mountain Sewer Company's attempt to increase sewer rates 13.52% to Scottsdale homeowners who use their system.

Before you approve any rate increase for Black Mountain I request that you mandate that they correct the long standing odor problem in the Boulders, apparently caused by malfunctioning lift station motors.

Thank you for your consideration,
Thomas R Crowley

[REDACTED]
Utilities' Response:

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator's Comments and Disposition:

June 20, 2006

Letter sent to customer. Opinion docketed

RE: BLACK MOUNTAIN SEWER COMPANY

Dear Mr. Crowley:

Your letter regarding the Black Mountain Sewer Company ("BMSC") rate case will be placed on file with the Docket Control Center of the Arizona Corporation Commission ("Commission") to be made part of the record.. The Commission will consider your comments before a decision is rendered in the BMSC application.

The concerns raised in letters received from customers will assist the Commission in the investigation and review of the rate application. The Commission's independent analysis of the utility and its rate request attempts to balance the interest of the utility and its customers.

Commission Staff is very sensitive to the burden that high utility rates can place on the consumer, and though constitutionally required to allow a fair return to the utility, does everything within its authority to protect the consumer.

Staff appreciates your comments and the interest taken on the proposed rate increase. If you should have any questions relating to this issue, please call me directly at [REDACTED] or toll free within the state at (800) 222-7000.

Sincerely,

Trish Meeter
Consumer Service Specialist
Utilities Division
[REDACTED]

End of Comments

Date Completed: 6/20/2006

Opinion No. 2006 - 53120
